

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 28 June 2018

The meeting started at 6.00 pm

Operational Board Members present:

Jim Elks, Bob MacDonald (Chair), Iain MacDonald, Dennis Rees, Anna Skrobisz

Officers present:

Nick Bale, Annabelle Barwick, Steve Bayliss, Paul Cole, Charlotte Eley, Ashton Garner, Holly Johnson, Clare Mehrbani, Jackie Mitchell,

Others in attendance:

Heather Greenan, Valerie Watson, Derby City Council

18/48 Apologies

Apologies were received from Mike Ainsley, Rob Cooper, Tony Holme, Samantha Hudson, Jsan Shepherd, Jackie Westwood

18/49 Admission of late items

There were no late items.

18/50 Declarations of interests

The Tenant and Leasehold Board Members declared their interests as tenants and leaseholders (as defined in the Memorandum and Articles of Association) of Derby City Council.

18/51 Minutes of the previous meeting

The minutes of the meeting held on the 26 April 2018 were accepted as an accurate and accurate record subject to amendment to the minutes numbering from 19/ to 18/.

18/52 Matters arising

19/44 Localised Customer Priorities

It was confirmed that this report has been delayed until August to allow for consultation with tenants.

18/53 Questions from members of the public

There were no questions from members of the public.

18/54 Performance Management – End of Year Report

The Operational Board received report which summarised the performance of Derby Homes for 2017/18 key performance measures reported to Derby City Council. It was stated that the overall year end performance remains positive with a few issues to be addressed where possible.

Rent Arrears

The Operational Board was advised of some changes to the arrears figures, that had arisen after the report had been circulated which were due to issues with the reporting process. They were:

DH Local 02 – Rent arrears of current tenants – actual £1,224,036 - blue

DH Local 07 – Rent collected as a % of rent due (includes arrears brought forward) – actual 97.1% - green

DH Local 43 – Rent collected as a % of rent due (excludes arrears brought forward – actual 99.0% - green

It was explained that the reduction in the number of tenants evicted was due to better financial management and helping tenants to sustain their tenancies.

Satisfaction

In response to a query regarding the method of obtaining feedback, it was noted that it is obtained through a number different methods including telephone surveys, using a core set of questions, and once a year Derby Homes carries out a door knock campaign. Staff have recently done some analysis of the questions asked and responses given.

Investment

The Operational Board raised concerns regarding the number of new homes built in 2017/18 because of the shortage of land available to build on. It was felt that the Council should be asked to review the land held by its various departments that could be released for building new homes.

The Operational Board Chair was requested to raise the matter at the next Derby Homes Board meeting.

Sickness Absence

It was confirmed the Council's average days lost figure has reduced and currently stands at 12.8; Derby Homes is significantly lower at 8.2. A breakdown of short and long term working days lost was provided in the appendix.

Agreed

The Operational Board noted the 2017/2018 performance results and requested the Operational Board Chair to raise the issue of lack of Council land availability at the next meeting of Derby Homes Board.

18/55 Part B Supplementary Questions

Questions raised in advance of this meeting are attached to these minutes.

18/56 Operational Board Forward Plan

The Operational Board considered the Forward Plan of Agenda items for the period August 2018 to February 2019.

Agreed

The Operational Board noted the Forward Plan.

18/57 Putting Our Customers First

The Operational Board considered a report which proposed a new overarching strategy which spells out how Derby Homes will put customers first. Derby Homes' vision is to put customers at the heart of everything that it does and going forward will apply these principles to every service area to ensure that Derby Homes is accessible, effective, efficient, accountable and transparent.

The Strategy will incorporate the Customer Service Strategy and the report set out some initial proposals and a longer term action plan to cover the period 2018-21.

The Customer First approach to working will be more widely applied across Derby Homes to ensure a unified business focus across all of its services.

The Operational Board questioned why tenants could not be allocated a time slot on the online system, whereas if they telephoned they would be allocated a more specific time slot. In addition it was noted that some of the pictures on the system are out of date and it was felt this would not encourage tenants to use the online system.

It was explained that tenants can request a time slot in the narrative box on the system. However there is still a lot of work to be done on the new Open Housing system to ensure the system works as efficiently as possible.

The Operational Board was advised that there were proposals to modernise the telephone system so that out of hours calls go directly through to Care Link, avoiding lengthy voice messages and alternative phone numbers to ring.

The quality monitoring of calls will apply to calls that come through on the 888777 number and other numbers, such as for the ASB service, will also be recorded.

The Chair said the Derby Homes Board had previously appointed Board Champions for Health & Safety and Equalities and he proposed the creation of a champion for Customer Service. He further suggested that as Chair of the Operational Board and as a Tenant Board Member, he would be very keen to undertake the role.

Agreed

The Operational Board

1. Approved the principle of the 'Customer First Strategy, attached to the report as Appendix 1.
2. Approved the creation of customer focus groups which will work with Officers from various service areas to finalise proposals for the 'Customer First' Strategy, review current service standards and customer service strategy.
3. Noted the realignment of teams within Derby Homes to maximise the effectiveness of available resources.
4. Approved the Customer Service action plan in Appendix 2.
5. Approved the relocation of the Customer Service Team, currently based at the Council House, to London Road and to cease the operation of the customer service booth within the Customer Service Centre from 1 October 2018.

6. Noted the intention to monitor emergency repairs calls into the Customer Service Team with a view to informing future recommendations to reduce opening hours for telephone enquiries (excluding emergency repairs).
7. Approved the introduction of the 24/7 incentive to encourage and assist customers to access services on-line.
8. Recommended that the Derby Homes Board appoints Bob MacDonald as the Board Champion for Customer Service.

18/58 Community Rooms Policy

The Operational Board received a report proposing updates to Derby Homes Community Room Policy, which was last updated in 2015. There were four proposed alterations to the previous policy:

1. Inclusion of free Wi-Fi in every community room
2. Non-profit making groups and organisations will not be charged for using the rooms.
3. An alteration from £20 plus VAT per 3 hour session to £30 for up to 4 hours / £60 for 4 hours or more plus VAT. This will be issued for each profit making session or private hire i.e. birthday parties.
4. A Fair Processing Notice has been added to the booking form.

It was confirmed that there was previously a cable issue affecting wifi in common rooms but this has now been resolved.

It was noted that there is limited parking at Rebecca House that could cause problems for residents and people using the common room. It was agreed that this would be looked into.

Agreed

The Operational Board approved the Community Rooms Policy 2018-2021.

18/59 Anti-Social Behaviour Policy

The Operational Board received a report which explained that the Anti-Social Behaviour Policy has been reviewed in accordance with Derby Homes key policy review schedule.

It was noted the spelling of 'available' on page 13 was incorrect.

Agreed

The Operational Board approved the Anti-Social Behaviour Policy.

18/60 Petition – Aston Close & Filbert Walk

The Operational Board received a petition signed by 14 residents of Aston Close and Filbert Walk, Derby, which was received at the Allenton Local Housing Office on 11 April 2018. The petitioners complained about the behaviour from one of the properties managed by Derby Homes.

Agreed

The Operational Board noted the report and approved the action to be taken.

The Operational Board noted the following items (Item B1 – B8)

18/61 Service Update

The Operational Board received a joint report prepared by Heads of Service, providing a general overview and update on current issues.

18/62 Rent Arrears and Welfare Reform Update

The Operational Board received a report detailing week 52 position on rent arrears, discretionary housing payments and welfare reforms.

18/63 Complaints & Compliments Quarter 4

The Operational Board received a report providing detailed analysis of complaints received between 1 January and 31 March 2018 (Q4) and for year 2017/18.

18/64 Customer Engagement & Community Development Update

The Operational Board received an update on the progress of the customer engagement and community development team.

18/65 Estate & Flat inspections Quarters 3 & 4

The Operational Board received a report detailing the number of cases by type arising from monthly flat and estate inspections for the period 1 October 2017 – 31 March 2018.

18/66 Customer Survey Quarter 4

The Operational Board received a report providing detailed analysis by Local Housing area of the satisfaction results from the customer survey 2017/18 door step campaign carried out during September 2017 – October 2017.

18/67 Anti-Social Behaviour Quarter 4

The Operational Board received a report which provided key statistical data for Derby Homes ASB Service for the 4th quarter of 2017/18.

18/68 Draft Minutes of Derby Homes Board Meeting held on 29 March 2018

The Operational Board received draft minutes of the Derby Homes Board meeting held on 31 May 2018.

The next meeting will be held on Thursday 30 August 2018 at 6.00 pm in the Large Training Room at London Road.

The meeting ended at 7:15 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 28 June 2018.

DERBY HOMES OPERATIONAL BOARD
28 JUNE 2018

PART B QUESTIONS

B2 – Rent Arrears and Welfare Reform Update

It is obvious that the team are undertaking a lot of work to ready DH for the further roll out of Universal Credit and state that they have undergone a further reorganisation. What is this and what are the objectives it is aiming to achieve?

The Manager and Team Leader have now been given permanent contracts.

We have recruited to the Income Recovery Officer posts and one post has been assigned full time to the Welfare Reform Team.

We now have 4 FTE (full time equivalent) officers trained to deal with enquiries and rent accounts from the families who will be claiming UC from 11th July.

The single claimants who are already in receipt of UC will be invited to move over to full service by the DWP from July-September ensuring there is no break in claim. All other singles making a new claim from 11th July onwards will automatically move over into full service at the point of making a claim.

The team have attended training from the DWP and are currently loading Open Housing UC functionality from the data base in order to be able to track the payment dates in a more efficient way going forward.

The objective is to minimise the impact of Universal Credit on Derby Homes' income stream.